



OOSH PAYMENT OF FEES POLICY

Version 3.0
Date: 20/03/2026

1. BACKGROUND

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021).

Out of School Hours Care (OOSH) provides quality education and care for primary school-age children outside school hours and during school holidays. Our OOSH Service supports children to engage in play and leisure activities, develop new skills and build relationships with other children and educators whilst supporting workforce participation of parents and carers. Our OOSH Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

2. PURPOSE

For parents/careers/families to gain a clear understanding of the OOSH Service fee structure, payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

PCYC Out of School Hours (OOSH) sets fees in accordance with its annual budget to meet the income required to develop and maintain quality services for children and families. We strive to ensure that our service is affordable and accessible to families in our community while maintaining high standards and financial viability.

The Approved Provider ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

3. SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the OOSH Service.

This policy relates to all children and families accessing PCYC OOSH services it aligns with:

- Quality Area 6 - Collaborative Partnership with Families and Communities
- Quality Area 7 - Leadership and Service Management
- National Quality Framework (NQF)
- Child Care Subsidy System (CCSS)
- Regulations 111, 168, 170, 171, 172

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

4. RESPONSIBILITY

4.1 RESPONSIBILITY OF MANAGEMENT

The approved provider and nominated supervisor are responsible for:

- Ensuring that obligations under the Education and Care Services National Regulations are met
- Ensuring the service and all persons with management and control (PMC) comply with the rules under Family Assistance Law (FAL)
- Ensuring persons with management and control (PMC) are considered fit and proper persons
- Taking reasonable steps to ensure all educators, staff and volunteers follow the Payment of Fees Policy and procedure
- Ensuring all families are aware of our Payment of Fees Policy
- Ensuring enrolments are submitted correctly with the appropriate enrolment information
- Providing families with regular statement of fees payable
- Providing families with receipts of fees paid
- Ensuring parents pay fees electronically to the Service
- Notifying families of any overdue fees
- Providing families with reminder letters as required
- Terminating enrolment of children should fees not be paid
- Discussing fee payment with families if required
- Providing 14 days written notice to families of any fee increases or changes to the way fees are collected (regulation 172)

4.2 RESPONSIBILITY OF FAMILIES

Provide the OOSH Service with the correct enrolment details to facilitate the CCS claim, if required, including:

- Centrelink Reference Numbers for children and CCS claimant
- Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy
- Notify Centrelink of any changes that may affect their CCS entitlement
- Confirm their child's enrolment through the parents myGov account.

5. DEFINITIONS

PCYC NSW OOSH aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meeting our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements.

We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our OOSH Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

6. POLICY & PROCEDURE

8.1 UNDERSTANDING THE CHILD CARE SUBSIDY (CCS)

- Child Care Subsidy is the payment made by the Federal Government to assist families with the costs of childcare. It is paid directly to the service and passed onto families as a fee reduction. Families are required to make a co-contribution to their childcare fees and pay the service for the difference between the total fee charged and the subsidy amount.
- The service is not directly involved in the calculation of a family's subsidy entitlements as this is a matter between the family and Centrelink. The family is responsible for ensuring that Centrelink has processed their information and they have logged through My Gov to confirm their enrolment in the service.
- Families should ensure they provide true and complete information to Centrelink for the purpose of claiming the Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered later by Centrelink and/or the service.
- In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family, full fees are payable until such time as the subsidy is reinstated.
- As noted above, CCS is paid directly to the Service, and this is used as a fee reduction (visible on a family's statement) – Further information regarding fee reduction/Gap Fee is located section 8.15 "Payment of Fees".

8.2 HOW TO APPLY FOR CHILD CARE SUBSIDY (CCS)

- Apply directly through your myGov account (linked to Centrelink).
- Submit any of the required documents to support your subsidy claim.

8.3 WHO CAN GET CHILD CARE SUBSIDY (CCS)

- Parents/guardians are required to register for CCS through their myGOV account linked to Centrelink and provide documentation to support the CCS payment
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy.

Parents must:

- Care for their child at least 2 nights per fortnight or have 14% share of care
- Be liable for childcare fees at an approved early childhood education care service
- Meet residency requirements

The child must:

- Be 13 or under.
- Not attending secondary school (unless an exemption applies).
- Meet immunisation requirements.
- Childcare must be provided by an approved provider.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

- Families level of Child Care Subsidy will be determined by the amount of your subsidy based on the information you provide such as;
 - Family income estimate
 - Activity level
 - Aboriginal and Torres Strait Islander children
- Type of early learning and childcare Service
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account
- Families must regularly check their details are correct and report a change in circumstance to Centrelink- (family income, activity levels, relationship changes or any other changes to their circumstances)
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments

8.4 COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is a legal requirement under the Child Care Subsidy System (CCSS). It includes:

- The name of the parent/guardian claiming CCS
- The name of the enrolled child
- Agreed sessions of care
- Applicable session fees

The CWA is generated after bookings are placed and must be confirmed by the parent/guardian via myGov. Please note the following:

- Children cannot commence care until the CWA is confirmed.
- Until confirmation occurs and the enrolment is active in CCSS, full fees will apply without CCS.
- It is the parent's responsibility to update bookings and confirm any revised CWA as needed.

8.5 CEASED ENROLMENT

- Apply directly through your myGov account (linked to Centrelink).
- Submit any of the required documents to support your subsidy claim.

8.6 ADDITIONAL CHILD CARE SUBSIDY (ACCS)

- The Additional Child Care Subsidy (ACCS) offers extra financial support to families who need help covering early learning and care costs. This subsidy includes four distinct categories, each targeting specific family needs.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

There are four different payments under Additional Child Care Subsidy:

- **Child wellbeing:** To help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm
- **Grandparents:** To help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment
- **Temporary financial hardship:** To help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment.
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the approved provider
- **Transition to work:** To help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment.

8.7 BOOKINGS

- Each family is expected to make bookings in advance for the care sessions required.
- Bookings will only be accepted when families have completed the Enrolment Form and supplied any further documentation such as medical plans and supplied the correct medication for your child that is required (in date, correct medication in the correct medication box/packet, Child's full name on the box/packet with the correct dosage to be administered, GP medical plan).
- Please note that your booking request is **not confirmed** until you receive the conformation email from the OOSH service, therefore you cannot book your child/ren in until you receive this confirmation. This can take 48hrs once the family has submitted all required and mandatory documents.

8.9 TERMINATION OF ENROLMENT

- Families wishing to withdraw their child from the service are required to provide two (2) weeks written notice to the PCYC OOSH Coordinator for permanent bookings and a minimum of 48 hours is required to cancel casual bookings (cancellations will only be accepted in writing via email, no text or phone calls).
- Parents/guardians are to provide two weeks written notice of their intention to withdraw a child from the OOSH Service.
- If termination from the OOSH Service is required without notification, families can lose their Child Care Subsidy, resulting in the payment of requirement for full fees to be charged.
- In some circumstances CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

8.10 FAILURE TO NOTIFY

- Families are required to notify the service when their child/ren is absent.
- Families will be given one warning for not notifying the service of their child/ren's absence.
- Families will be charged an additional \$50.00 fee for each occurrence of non-notification after the first warning on top of their booked session.

8.11 ABSENCES FROM THE OOSH SERVICE

- Fees are to be paid for the days the child is booked into the PCYC OOSH, including times when the child is absent due to illness or holidays, or sent home from the service due to illness or dangerous behaviour.
- Families must still pay the 'gap' fee to the Service if their child is unable to attend for any reason.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year.
- Allowable absences can be taken for any reason. Families do not have to provide evidence.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law.
- Records and evidence will be kept by the Service for each additional absence, where required
- Families can view their absence count through their Centrelink online account via [MyGov](#).
- In a period of emergency (declared by the Australian Government), such as bushfire or flood, extra allowable absences for the duration of the emergency will be automatically applied in the CCS system.

8.12 OOSH SERVICE CLOSURE FEES

No fees will be charged while the service is closed over shutdown periods such as the Christmas and the New Year period closure.

8.13 UNFORESEEN FORCED CLOSURES

In the event there is unforeseen circumstances PCYC will advise of any possible changes to the daily fee on a case by-case basis and under the instruction from the relevant Government Department.

8.14 PUBLIC HOLIDAYS, PUPIL FREE DAYS, SICK/ABSENT & FAMILY HOLIDAYS

- Services are closed on public holidays; however, fees still apply if any of your usual days of attendance fall on these days (excluding during the school vacation care period).
- Fees are payable in advance for every session that a child is enrolled at the OOSH Service. This includes pupil free days, sick/absent days, and family holidays.
- Attendances missed for public holidays are recorded as an absence. The Child Care Subsidy will apply unless the child's initial 42 absence days have already been used.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

8.15 PAYMENT OF FEES

- Families will be given a minimum of fourteen (14) business day's notice of any changes to the way in which fees are collected (Regulation 172).
- Fees are set up using the OOSH Service's direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account (there are no bank deposit or cash payments permitted for PCYC NSW OOSH Services unless approved by the OOSH Area Manager such as for payment plans, debt recovery).
- CCS is paid directly to the service and is used as a fee reduction (visible on a family's statement).
- Families are required to make a co-contribution to their child care fees. This is the difference between the fee charged and the child care subsidy amount- the 'gap fee'.
- 'Gap Fees' must be paid via Electronic Funds Transfer (EFT).
- Fees must be kept in advance of a child's attendance.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees (this is an independent fee that is from the third-party provider).
- Families will be issued with a Statement of their account on a fortnightly basis in accordance with the fee payment and Regulatory requirements, however in some cases, services may send your statement weekly.
- The statement will include details of the sessions of care provided and the resulting fee reduction amounts.
- The statement is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation, including prescribed and non-prescribed recording obligations (effective from July 2025).
- The service does not accept any cash or direct deposit payments for booked sessions (unless agreed with management for a payment plan lump sum or money owing paid in a lump sum only).

8.16 PCYC MEMBERSHIP

If a PCYC OOSH service operates within a PCYC club, the parent or carer will be required to pay an annual Youth Membership fee directly to the PCYC club for each child that is enrolled in PCYC OOSH. This membership must remain current for the child to attend and participate in the OOSH service.

8.17 UNDERSTANDING YOUR STATEMENT

Estimates, Actuals and Submissions: The Child Care Subsidy (CCS) amounts that appear on family statements may show as either estimates or actuals. These amounts can differ, and this is a normal part of the CCS process.

CCS Estimates: Estimates are the system's initial calculation of how much CCS a family may receive. They are based on the information Centrelink has at the time, including income estimates, usual attendance patterns, and the family's CCS percentage. Estimates appear on statements straight away so families can see an approximate fee.

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

CCS Actuals: Actuals are the final, confirmed CCS amounts. These are calculated once Centrelink receives all attendance information and finalises the family's CCS details. Actuals may take up to four weeks to appear, depending on Centrelink's processing time.

Why Estimates and Actuals May Differ: It is common for CCS estimates and actuals to change. Differences may occur when:

- A child attends more or fewer sessions than expected
- A family's CCS percentage or eligible hours change
- Centrelink updates income information
- Attendance is adjusted or corrected

These differences may be small (cents) or larger (dollars), depending on the update.

Example 1: Change in Attendance: At the start of the week, the system estimates CCS based on a child attending five days. If the child only attends three days, the actual CCS amount will adjust once Centrelink receives the confirmed attendance. This update may take up to four weeks to appear.

Example 2: Change in CCS Percentage: A family's CCS percentage may change when Centrelink reviews their income. If the estimate shows CCS at 85% but Centrelink later confirms the percentage is 82%, the actual CCS amount will adjust to reflect the updated percentage.

CCS Submissions: The CCS Submissions tab in our system displays the weekly session reports sent to the government. At the end of each week, the system automatically submits attendance information for each child with an active CCS enrolment. These automatic submissions include any new or changed sessions from the previous 14 days, starting from the date the CCS enrolment became active.

To assist families with viewing their financial information through the Xplor Home App, PCYC OOSH recommend using this support guide as it talks through the Finance section in the Home App and provides guidance on its use:

<https://support.myxplor.com/s/article/Home-Finance>

<https://support.myxplor.com/s/article/CCS-CCS-Estimates>

To assist families with CCS estimates, PCYC recommend using the below Services Australia link:

<https://www.servicesaustralia.gov.au/how-much-child-care-subsidy-you-can-get?context=41186>

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

8.17 OVERDRAWN FEES

Families are responsible for ensuring sufficient funds are available to avoid any overdrawn accounts. In the event of a failed direct debit payment, a fee of \$19.95 (this fee is subject to change at the discretion of the third-party software company – Debit Success) will be incurred for each unsuccessful transaction and will be carried over to the following fortnight’s direct debit transaction.

** Please note that this fee is separate from PCYC OOSH fees and is a direct fee added to your account by Debit Success.

8.18 OVERDUE ACCOUNTS

- Families will be provided with a Statement of Fees charged by the service each fortnight (Regulation 168).
- Where a family owes any overdue fees to the service, the child’s place may be suspended, until all outstanding monies are paid, or both parties agree to a payment schedule. Payment schedules must be approved in writing by the PCYC OOSH Support Manager and Service Coordinator.
- If you are on a payment plan, this will be required to be paid in full by the end of each school term in order to be placed/booked into the following term.
- Should you be placed on a payment plan and wish to book your child into the vacation care program, all outstanding debt will need to be paid prior to acceptance for any Vacation Care bookings.

8.19 DEBT RECOVERY PROCEDURE

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks if the fees are still outstanding.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.
- Repayment plans must be approved in writing by the OOSH Coordinator and the Area Support Manager.
- A child’s position will be terminated if payment has not been made after three weeks, for which the family will receive a final letter terminating the child’s position. At this time the OOSH Service will initiate its debt collection process, following privacy and conditional requirements.
- The family is responsible for all costs associated with recovering unpaid fees.

8.20 FINANCIAL HARDSHIP

Families experiencing financial hardship are encouraged to contact the service early to:

- Negotiate a payment plan (all payment plans are required to be paid in full by the end of each school term, prior to accepting school holiday/vacation care bookings).

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

- Determine eligibility for Additional Child Care Subsidy (ACCS) in consultation with the OOSH Area Manager and the OOSH Service Coordinator.

8.21 LATE COLLECTION FEE

- It is unacceptable to pick children up late from the OOSH Service. A late fee will apply where children are not picked up prior to closing time.
- The hours and days of operation of the service will be prominently displayed within the service (Regulation 173). Staff are unable to accept children in the service outside of these hours. Should children be present after the listed closing time, a late fee of \$20.00 per 15 minutes or part thereof will apply (example; should you have 3 children in care and you arrive 15 minutes after the approved operating time, you will incur a late collection fee of \$60 on top of your normal daily fee).
- Families who are continually late collecting their child (3 times), will have their child's place at the service cancelled. Should this be the case, the coordinator will meet with the family to discuss.

8.22 CONFIDENTIALITY

- All information relating to fees will be kept in strict confidence. Members of staff, management or the Approved Provider will not discuss individual names and details openly. Information will only be available to the nominated person/s required to act, for example, to initiate debt recovery.
- Families may access their own account records at any time, or particulars of fees will be made available to families upon request.

8.23 CHANGE OF FEES

- The fees are set by the Approved Provider to meet the budget for each financial year or can also be determined by the NSW Department of Education Licencing agreement.
- Fees are subject to change at any time provided a minimum of 14 business day's written notice is given to all families (Reg. 172 requires a minimum of 14 day's notice)
- CCS hourly rate caps may be increased by the CPI at the commencement of each financial year
- Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

8.24 PRESCRIBED AND NON-PRESCRIBED THIRD-PARTY PAYMENTS

- Parents are generally liable to pay the co-contribution for childcare fees. State and territory governments (and their agencies) can contribute to the cost, in part or full of childcare fees for families with no impact on CCS payments (in some circumstances).
- The Service will record all documentation regarding any third-party payments (DCJ etc.).

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

8.25 COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

- Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the OOSH Service Coordinator/Nominated Supervisor in the first instance. The Nominated Supervisor will follow the steps as outlined in this policy, including advising the OOSH Area Support Manager and the approved provider of all grievances.
- Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

9. RELATED POLICIES

- Acceptance and Refusal of Authorisations Policy
- Enrolment and Orientation Policy
- Providing a Child Safe Environment Policy
- Dealing with Complaints Policy
- PCYC Memberships Policy

10. REFERENCES

- Child Care Subsidy Secretary's Rules 2017
- Child Care Subsidy Minister's Rules 2017
- Family Law Act 1975
- A New Tax System (Family Assistance) Act 1999
- Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
- Xplor Technologies

11. EDUCATION AND CARE SERVICES NATIONAL REGULATIONS

- 168 - Education and care services must have policies and procedures
- 170 - Policies and procedures to be followed
- 171 - Policies and procedures to be kept available
- 172 - Notification of change to policies and procedures

Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH

12. DOCUMENT INFORMATION



Version History

Version	Date	Document Number	Created By	Role	Reason
2.0	25/08/2021	POL - 059	Ashlee Aria	PCYC OOSH Operations	Updated Regulatory requirements
3.0	19/05/2025	POL - 059	Renee Murray	State Manager Children's Service Manager	Revision & Updated Regulatory requirements, Public Holidays, Unforeseen Circumstances Closure, Third Party Software Fees, Debt Collection, Notice Periods, Gap Fee, PCYC Club Membership

Reviewed By

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2.0	25/08/2021	POL - 059	Dominic Teakle PCYC NSW CEO	
3.0	03/03/2026	POL - 509	Craig Becroft PCYC NSW CFO	
3.0	03/03/2026	POL - 509	Justine Russell GM Programs & Social Impact	

Acceptance Sign off

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Document Number	POL-059	Document Owner	
Version	3.0	Business Unit	PCYC NSW OOSH